

The opinion in support of the decision being entered today was not written for publication and is not binding precedent of the Board.

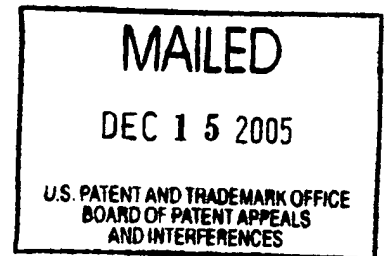
UNITED STATES PATENT AND TRADEMARK OFFICE

BEFORE THE BOARD OF PATENT APPEALS
AND INTERFERENCES

Ex parte SATOSHI KAWASE,
AKIRA OHKADO, and YOICHI YOSHIDA

Appeal No. 2006-0001
Application No. 09/578,107

ON BRIEF



Before THOMAS, KRASS, and RUGGIERO, Administrative Patent Judges.
KRASS, Administrative Patent Judge.

DECISION ON APPEAL

This is a decision on appeal from twice-rejected claims¹1-3, 10-12, and 14-16.

The invention pertains to collaboration technology. In particular, a collaboration system is provided which can change collaborating client behavior according to context during internet based collaboration. Further, an administrator is permitted to intentionally change the content requested by a client. While a HTTP message is sent in an unedited form to a

¹The finality of the rejection was withdrawn by the examiner at the bottom of page 4 of the answer.

customer-side browser, the HTTP message may be sent in an edited form, to the agent-side browser.

Representative independent claim 1 is reproduced as follows:

1. An information processing method in an information processing system having an information terminal support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the method comprising the steps of:

(a) receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request;

(b) determining whether or not said HTTP message agrees with a predetermined condition;

(c) editing contents of said HTTP message when said HTTP message agrees with said predetermined condition;

(d) sending said HTTP message in an unedited form to the customer-side browser; and

(e) sending said HTTP message in an edited form to the agent-side browser.

The examiner relies on the following reference:

Jawahar et al. (Jawahar)	6,298,356	Oct. 02, 2001
		(filed Nov. 20, 1998)

Claims 1-3, 10-12, and 14-16 stand rejected under 35 U.S.C. § 102 (e) as anticipated by Jawahar.

Reference is made to the briefs and answer for the respective positions of appellants and the examiner.

OPINION

A rejection for anticipation under section 102 requires that the four corners of a single prior art document describe every

element of the claimed invention, either expressly or inherently, such that a person of ordinary skill in the art could practice the invention without undue experimentation. In re Paulsen, 30 F.3d 1475, 1478-79, 31 USPQ2d 1671, 1673 (Fed. Cir. 1994).

With regard to independent claim 1, it is the examiner's position that this claim is anticipated by Jawahar in the following manner:

Column 21, lines 18-44, "...client requests are re-directed through the session host..." is said to disclose the claimed "receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request."

Column 8, lines 25-40, "filter," and column 22, lines 4-30, "conditions, filter," are said to disclose the claimed "determining whether or not said HTTP message agrees with a predetermined condition."

Column 7, lines 53-65, and column 13, lines 10-53, "modified to include information about the customer" is said to disclose the claimed "editing contents of said HTTP message when said HTTP message agrees with said predetermined condition."

Column 18, line 56, through column 19, line 2, and column 12, lines 4-32, are said to disclose the claimed "sending said

Appeal No. 2006-0001
Application No. 09/578,107

HTTP message in an unedited form to the customer-side browser.

Column 7, lines 53-65, and column 13, lines 10-53, "modified to include information about the customer" is said to disclose the claimed "sending said HTTP message in an edited form to the agent-side browser.

Appellants argue that since the purpose of Jawahar's filter service 68 is to ensure that the customer and the agent view the same information (column 8, lines 20-39), Jawahar cannot provide for a collaboration between a customer-side browser and an agent-side browser, as claimed, wherein a response from a Web server may be edited in an information terminal support server in response to the response agreeing with a predetermined condition.

Appellants contend that Jawahar does not teach or suggest determining whether an HTTP message sent from a Web server in response to a customer-side browser request agrees with a predetermined condition and editing contents of said HTTP message when said HTTP message agrees with said predetermined condition.

Moreover, appellants argue that while Jawahar may disclose editing an URL in a request from a customer so that the agent browser receives a cached page, this is not the same as

"receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request," "editing contents of said HTTP message when said HTTP message agrees with said predetermined condition," and "sending said HTTP message in an edited form to the agent-side browser." It is appellants' opinion that whether or not the HTTP message in Jawahar is cached, the agent receives the same content as the customer, in contrast to the instant claimed invention wherein the HTTP message is sent to the customer in an unedited form but the HTTP message is sent to the agent in an edited form.

We have reviewed the arguments of appellants and the examiner, as well as the disclosure of Jawahar, especially those portions of the reference particularly cited by the examiner. We conclude from this review that the examiner has failed to establish a prima facie case of anticipation with regard to the instant claimed subject matter.

The examiner's rationale in the statement of the rejection, at pages 3-4 of the answer, jumps to various portions of the Jawahar disclosure, without tying these various portions together in any coherent manner to show the specific steps of claim 1 in the specific order claimed. It is also not clear, from the

limited explanation, why the examiner finds certain claim limitations taught in Jawahar. For example, how does the mere recitation of a "filter" at column 8, lines 25-40, and "conditions, filter" at column 22, lines 4-30 result in a finding of "determining whether or not said HTTP message agrees with a predetermined condition"? The examiner does not explain. It is also unclear how "modified to include information about the customer" at column 7, lines 53-65, and column 13, lines 10-53 is supposed to disclose "editing contents of said HTTP message when said HTTP message agrees with said predetermined condition." The examiner does not explain.

When the examiner finally does explain further in the response to appellants' arguments, the examiner states that the term "edit" can be interpreted as changing the form of an object in appearance, substance, etc. and that this means that one can "add" and/or take away from the original object and it would be edited. We agree with the examiner that "editing" includes an addition to something.

But then the examiner applies this argument to Jawahar by contending that when a customer makes a request to communicate with an agent, the request is sent to a server and an agent is

found to take the customer request (citing column 12, lines 34-43). After an agent is located to handle the customer's request, information about the customer is displayed to the agent (citing column 12, lines 44-64), which the examiner explains is considered to be the claimed "predetermined condition" in that this customer information, such as account information or past purchases, was generated at an earlier time.

The examiner further explains that various windows are displayed to the agent in a browser along with the page the customer is viewing and, therefore, the examiner finds these windows to be an addition to the web page viewed by the customer, i.e., an edited version of what the customer is viewing. Thus, the examiner concludes, the "agent is viewing a modified, 'edited'", version of the web site the customer is viewing, from the server" (answer-page 6).

We have considered the examiner's arguments but do not find them persuasive. Every portion in Jawahar describing what the agent and the customer are viewing appears to indicate that they are viewing the same thing. For example, at column 8, lines 36-37, it is recited that the purpose of the filter service is to make sure that "the agent and the customer view the same web page

with the same information." We find no indication anywhere within the disclosure suggesting that the agent is viewing an edited version of the web page viewed by the customer.

With regard to the examiner's view that the additional windows on the agent's browser means that the HTTP message on the agent-side browser has been "edited," we agree with appellants that while one might, somehow, interpret the additional windows with customer information as an "edit" of the agent-side browser, this is not an edited form of the HTTP message itself, as required by the instant claims. As far as the HTTP message is concerned, both the agent and the customer in Jawahar are viewing the same page. The agent does not view an edited version of a HTTP message while the customer views an unedited version, as required by the claims. But, as explained by appellants at page 4 of the reply brief, even if one could presume that an HTTP message is edited by presenting it in a new frame on the agent-side browser, any such "editing" takes place at the agent-side browser. The HTTP message is not sent in an edited form as required by the instant claims. If anything, that HTTP message at the agent-side browser is sent in the same unedited form as the customer sees, and then presented in a window at the agent-side browser.

Appeal No. 2006-0001
Application No. 09/578,107

Accordingly, since the independent claims 1, 10, and 14 all call for at least "sending said HTTP message in an edited form to the agent-side browser," a limitation not taught or suggested by Jawahar, we will not sustain the rejection of these claims under 35 U.S.C. § 102 (e). Moreover, since dependent claims 2, 3, 11, 12, 15, and 16 all include that limitation, we also will not sustain the rejection of those claims under 35 U.S.C. § 102 (e).

The examiner's decision rejecting claims 1-3, 10-12, and 14-16 under 35 U.S.C. § 102 (e) is reversed.

Appeal No. 2006-0001
Application No. 09/578,107

REVERSED

JAMES D. THOMAS
Administrative Patent Judge

ERROL A. KRASS
Administrative Patent Judge

~~BOARD OF PATENT~~
APPEALS
AND INTERFERENCES

Joseph F. Ruggiero
JOSEPH F. RUGGIERO
Administrative Patent Judge

EAR/kis

Appeal No. 2006-0001
Application No. 09/578,107

IBM CORPORATION
3039 CORNWALLIS ROAD
DEPT. T81 / B503
P.O. BOX 12195
REASEARCH TRIANGLE PARK, NC 27709